

Service Member Support Division (SMSD)

1-800-292-9464

www.WisconsinMilitary.org



The Wisconsin Service Member Support Division provides military members, families, retirees, organizations, and communities with information and communication to ensure readiness and resilience to accomplish the mission and transition back to family and civilian roles.



The Family Program implements the mission and vision for family readiness within the Wisconsin National Guard. It works with unit leadership and a corps of volunteers to ensure families are prepared and equipped with skills and tools to successfully meet the challenges of the military lifestyle. [office: 608-242-3470]



Badger Yellow Ribbon Program provides educational information events and activities for military members of Wisconsin, their Families, and community members to facilitate access to services and support their health and well being throughout the entire deployment cycle. [office: 608-242-3424]



Military Family Assistance Centers (FAC) provide family members information on entitlements and benefits available to them by providing resource and referrals during the Service Member's deployment cycle. Assistance is available 24/7. [office: 608-301-8290] [1-800-292-9464, Option 3]

Military Family Assistance Centers



Child and Youth Program provides military youth with leadership, character and resilience training opportunities through youth summits, camps and other trainings. The Child and Youth Program also provides programming dealing with coping strategies, health and well being and resilience throughout the deployment cycle. [office: 608-242-3466]



Military OneSource provides comprehensive information on every aspect of military life at no cost to active duty, Guard and reserve service members, and their families. Information includes, but is not limited to, deployment, reunion, relationship, grief, spouse employment and education, parenting and child care, and much more. Call Centers are staffed 24/7/365 to access services. [1-800-342-9647] www.militaryonesource.mil



Citizen Soldier For Life (CSFL) connects unemployed Wisconsin Service Members and Spouses with employer partners through educational and employment opportunities. CSFL bridges the gap between qualified Service Members and quality employers through analysis of Service Member and employer needs. [office: 608-242-3466]



Employer Support of the Guard and Reserve (ESGR) provides Reserve Component members education and awareness regarding employer relations, rights and requirements under USERRA and programs and services available to help strengthen employer support for the Guard and Reserve. [office: 608-242-3169] www.esgr.mil



Transition Assistance Advisor (TAA) serves as the military Service Member's subject matter expert on all matters related to veterans benefits, programs and services. Assists with education, financial and physical health, employment, vocational-rehab and any other challenge they may encounter as a result of their military service. [office: 608-242-3727] [cell: 608-469-3077]



State Resilience Coordinator provides oversight for mandatory training and reporting requirements regarding the Comprehensive Soldier and Family Fitness Program (CSF2). Assists in the integration of mandatory resilience training requirements, and ensures Master Resilience Training (MRT) quota allocations are being met across the command. [office: 608-242-3748] [ng.wi.wiarng.mbx.resilience@mail.mil]

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Psychological Health Program provides assistance and direction to Service Members and family members who have transitional difficulties in either adjusting to redeployment or life challenges which may be presenting barriers in quality of life. Assistance is provided through initial problem solving and identification of resources, such as specific Veterans Affairs resources, that may provide longer term support for the SM and their family. Licensed behavioral health professionals provide advocacy in helping or referring to support personnel in navigating the service bureaucracy. [office: 608-242-3047]

Suicide Prevention Program Manager provides prevention, intervention and post-vention on the risk factors and warning signs of suicide as well as act as the military point of contact for resources available to service members on where to go for help. [office: 608-242-3428] [24 hr cell: 608-609-0452]

Sexual Assault Prevention and Response Program (SAPR) provides prevention training to all service members and resource and referral services to victims of sexual assault and domestic violence. The program ensures victims of sexual assault are protected, treated with dignity and respect, receive support and advocacy and assists with identification of treatment resources. [office: 608-242-3742] [24 hr cell 608-469-2627] [office: 608-242-3736]

Military Funeral Honors (MFH) honors those who served by providing military funeral ceremonies for all military veterans upon request of the veterans' family. [office: 608-242-3419]

Survivor Outreach Services (SOS) demonstrates the Army's commitment to Families of the Fallen by providing support and standardized services to Active, Reserves, and Army National Guard Families. Survivor Outreach Services uses a holistic and multi-agency approach to delivering these services by providing access at garrisons and communities closest to where the Families live. Benefits Coordinators, Financial Counselors, and Support Coordinators are professionals available to deliver individualized support and attention to Survivors across the nation. Many times after you have lost a loved one, there are unresolved issues or questions that may surface months or years after the loss. The Army is dedicated to fulfilling the Family Covenant by providing support to Surviving Families for as long as they desire. [cell: 262-745-3283] [cell: 715-401-9187] www.wisconsinmilitary.org/survivor-outreach-services

Our Service Philosophy

The Service Member Support Division seeks to consistently provide high quality services in support of all Service Members, military families and employers.

We are committed to continuous, long-term improvement to meet the needs of our customers in an exceptional way.

- Our primary measure of success is customer satisfaction.
- Our goal is to provide service that promptly meets customer needs and exceeds expectations.
- Our intent is to earn and maintain the respect of our customers, stakeholders and staff; promote trust in the Service Member Support Division, and establish collaborative working relationships with our federal, state and local communities.

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